



إمارات تاكس
EMARATAX

Tax Residency Certificate

Taxpayer User Manual

Date: October 2023

Version 1.0.0.3



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Document Control Information

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1.0.0.3	01/Nov/2023	Planet Green Solutions	Changing the brief for Juridical and Juridical Government Tabs



1 Navigating through TRC Portal

The Following Tabs and Buttons are available to help you navigate through this process -

Button	Description
In the Portal	
	This is used to display the active account logged in to the TRC Portal.
	This is used to switch the colour contrast of the Portal pages.
	This is used to toggle between the English and Arabic versions of the portal
	This is used to decrease, reset, and increase the screen resolution of the user interface of the portal
	This is used to manage the user profile details such as the Full Name, TRC Email address and Address.
	This is used to log out from the portal
In the Business Process Application	
	This is used to go to the Previous section of the Input Form
	This is used to go to the next section of the Input Form
	This is used to save the application as a draft so that it can be completed later
	This menu on the top gives an overview of the various sections within the forms. All the sections need to be completed in order to submit the application for review. The Current section is highlighted in Blue and the completed sections are highlighted in the process bar

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Table of Contents

1	<i>Navigating through TRC Portal</i>	4
2	<i>Access to the TRC Portal</i>	7
3	<i>Redirecting to the TRC Portal</i>	7
4	<i>Selection for TRN/No TRN</i>	8
5	<i>Entering to the TRC Portal</i>	9
6	<i>User Profile Page</i>	10
7	<i>Linking the TRC Registered Email Address</i>	11
8	<i>Privileges the TRC Portal</i>	12
9	<i>All Requests Page</i>	13
10	<i>Certificate Requests</i>	14
11	<i>Applying for a Tax Residency Certificate</i>	15
11.1	Domestic Certificates	15
11.1.1	TRC for Domestic Tax Purpose - Natural Person - First Step - Basic Information	16
11.1.2	TRC for Domestic Tax Purpose - Natural Person - Second Step - Request Information	17
11.1.3	TRC for Domestic Tax Purpose - Juridical - First Step - Basic Information	20
11.2	TRC for Domestic Tax Purpose - Juridical Person -Second Step - Request Information	21
11.2.1	TRC for Domestic Tax Purpose - Juridical Person -Third Step - Delivery Information	22
11.3	TRC for Domestic Tax Purpose - Juridical Government - First Step - Basic Information	23
11.3.1	TRC for Domestic Tax Purpose - Juridical Government - Second Step - Request Information	24
11.3.2	TRC for Domestic Tax Purpose - Juridical Government - Third Step - Delivery Information	25
11.4	Treaty Certificates	26
11.4.1	TRC for Treaty Purpose - Natural Person - First Step - Basic Information	26
11.4.2	TRC for Treaty Purpose - Natural Person - Second Step - Request Information	27
11.4.3	TRC for Treaty Purpose - Natural Person -Third Step - Delivery Information	29
11.4.4	TRC for Treaty Purpose - Legal Person - First Step - Basic Information	30
11.4.5	TRC for Treaty Purpose - Legal Person -Second Step - Request Information	31
11.4.6	TRC for Treaty Purpose - Legal Person - Third Step - Delivery Information	32
11.4.7	TRC for Treaty Purpose - Legal Government -First Step - Basic Information	33
11.4.8	TRC for Treaty Purpose - Legal Government - Second Step - Request Information	34
11.4.9	TRC for Treaty Purpose - Legal Government - Third Step - Delivery Information	36
11.5	Commercial Activities Certificates	37
11.5.1	Commercial Activities Certificates – Legal Person First step – Request Information	38
11.5.2	Commercial Activities Certificates – Legal Person - Second step – Request information	39
11.5.3	Commercial Activities Certificates – Legal Person - Third step – Delivery information	40
12	<i>Submission Fee Payment</i>	41
13	<i>Application Submission & Review</i>	41
14	<i>Payment History</i>	41
15	<i>Verification of the Issued Tax Residence Certificate</i>	43

15.1.1	Step 1 – Scanning the QR Code	43
15.1.2	Step 2 – Entering the Required Information to proceed with the Verification Process	43
15.1.3	Step 3 – Verification Confirmation Page	44



2 Access to the TRC Portal

To access the TRC Portal, the user must be registered on the Emaratax [Portal](#) to gain the access to TRC Portal. The same applicant information will be used to apply on behalf of the beneficiary.

3 Redirecting to the TRC Portal

Users will be able to navigate through the TRC Portal by clicking other services present on the sidebar of the Emaratax Portal.



4 Selection for TRN/No TRN

Users can choose the listed TRN/No TRN under the Emaratax account to log into the TRC Portal. The selected TRN will allow the user to autofill the details in the TRC Portal automatically based on the TRN opted & navigate to the TRC Portal.

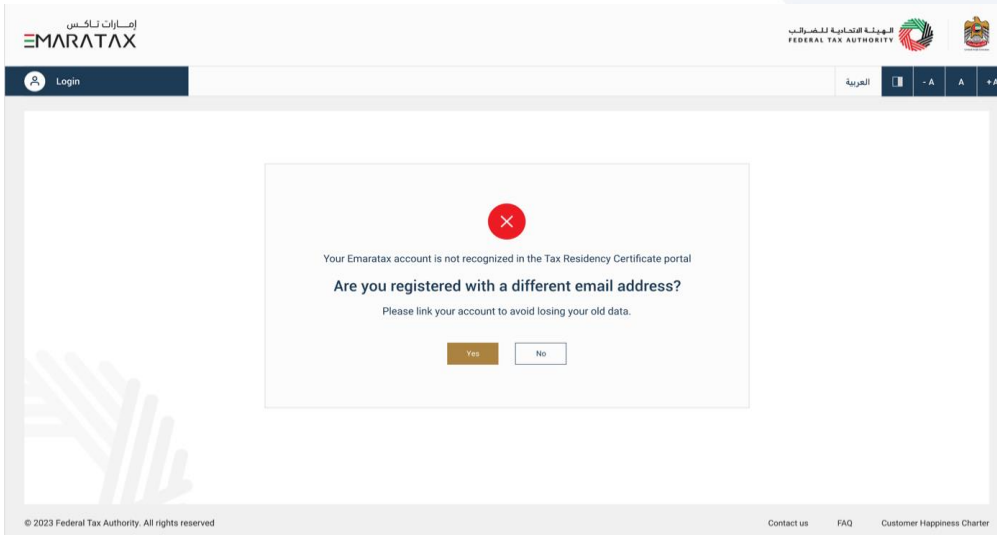
In case the applicant is a Taxpayer/Agent, the tax payer needs to make sure the TRNs are linked under their account prior to submit the application for Tax Residency Certificate.

TRN/TIN	Name in English	Name in Arabic
<input checked="" type="radio"/> 100642338600007	Tick-Tack Corp LLC	Tick-Tack Corp LLC
<input type="radio"/> 100642136400007	ET - For Incorporated Partnership	ET - For Incorporated Partnership
<input type="radio"/> 100642342800007	Jeep Motors LLC	Jeep Motors LLC
<input type="radio"/> TRN Not Available	TRN Not Available	TRN Not Available



5 Entering to the TRC Portal

Upon entering the TRC portal, the user will be prompted for the first time to link their existing TRC Email with their Emaratax Account (by choosing Yes) or create a new account (by choosing No) using the same Emaratax Email on the TRC Portal and proceed further with email validation.



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Login

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✖

Your Emaratax account is not recognized in the Tax Residency Certificate portal

Are you registered with a different email address?

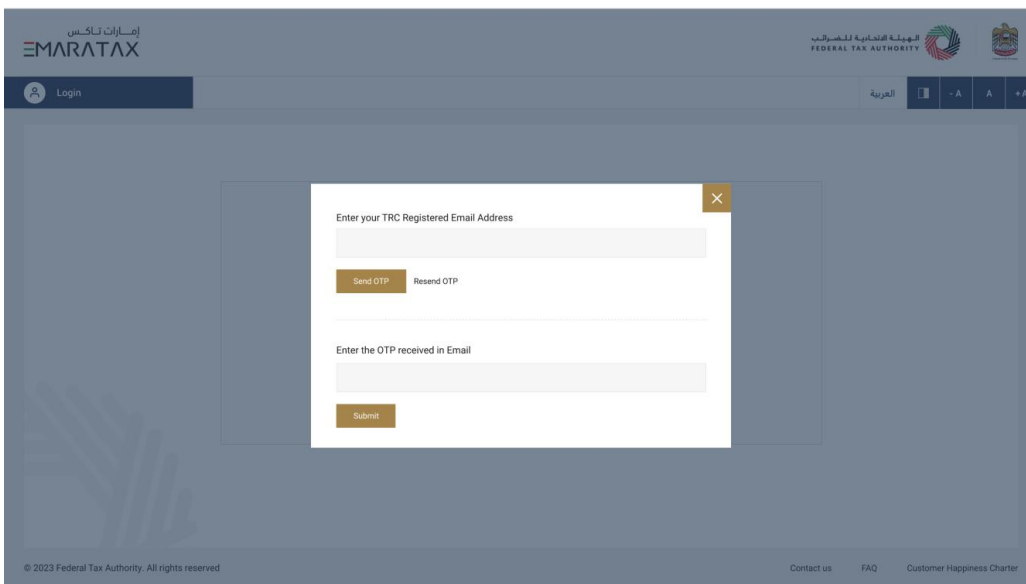
Please link your account to avoid losing your old data.

Yes No

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Case 1 – If user chooses Yes, it will allow the user to enter the existing TRC Email address and link it with the Emaratax Account on the new TRC Portal. By linking the old TRC account, user will be able to view all the previous certificates including closed applications under their profile.



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✖

Enter your TRC Registered Email Address

Send OTP Resend OTP

Enter the OTP received in Email

Submit

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Case 2 – If the user chooses 'No', the account will be created using the Emaratax Email ID and TRC Email ID as same email address and user will be prompted to complete their profile.



6 User Profile Page

Once the user completes the email verification, they will be redirected to the profile page to complete their address details. The rest of the fields will be ready only, fetched from the EMARATAX profile.

User can update their address details which will be taken as their default address for delivery of the certificate, the user will have the option to choose a different address as well in the Certificate Delivery Screen if the user wishes to deliver the certificate to a different address if chosen as Original.

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Profile Page

Emaratax Email Id *
arnold.lewis@tax.gov.ae

TRC Email Id *
arnold.lewis@tax.gov.ae [Link different Email Id](#)

First name in English *
Arnold

Last name in English *
Lewis

First name in Arabic *
أرنولد

Last name in Arabic *
لويس

UAE Mobile Number *
+971524465465

Address

Emirates *
Dubai

Area *
Area here...

Street Name *
15B Street

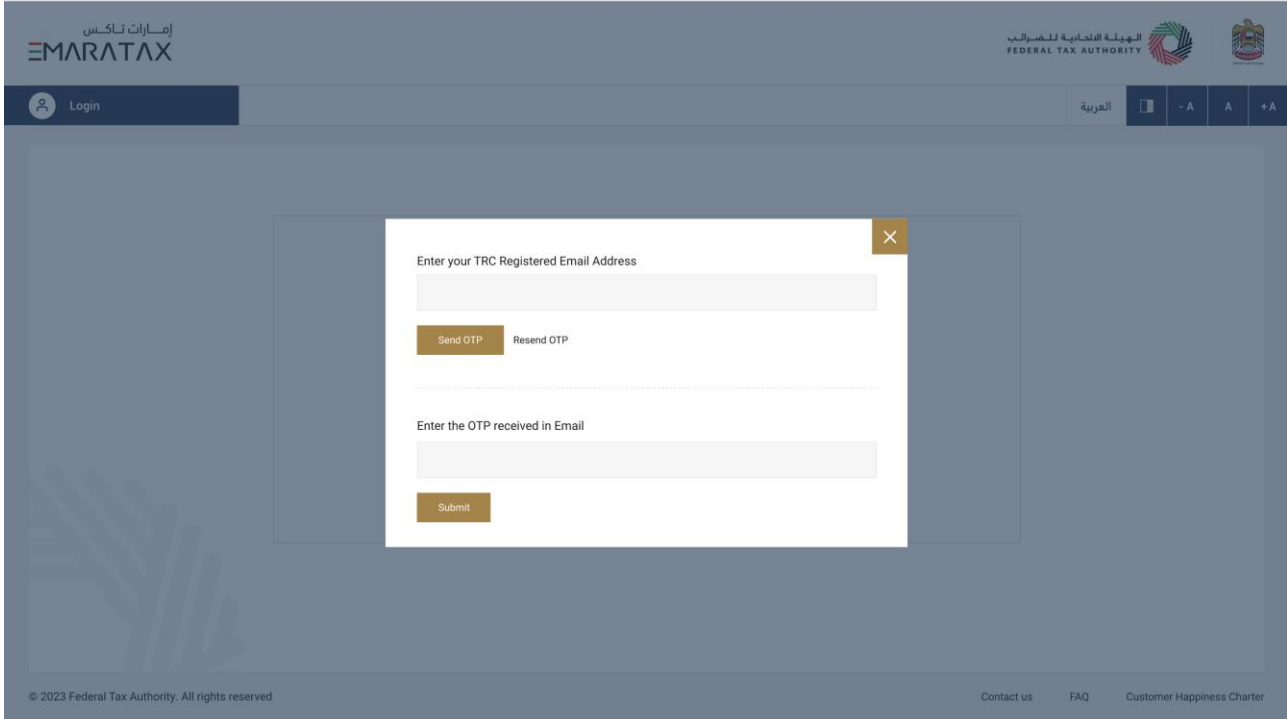
Building Name *
Building Name



7 Linking the TRC Registered Email Address

The user has an option to link a TRC Registered Email Address if the user missed to link the existing TRC email address in the initial account creation and its valid for one time use only.

This feature allows the user to link their account with old TRC account only and if the user tries to add an email address which is not present in the old TRC database it will restrict the user to proceed with linking to a different email address.



The screenshot displays the EMARATAX portal interface. At the top left, the logo 'EMARATAX' is visible alongside the text 'إمارات تاكس'. The top right corner features the Federal Tax Authority logo and the United Arab Emirates emblem. A navigation bar includes a 'Login' button and a language selector set to 'العربية'. The main content area shows a modal form titled 'Enter your TRC Registered Email Address'. This form contains a text input field, a 'Send OTP' button, a 'Resend OTP' button, a second text input field labeled 'Enter the OTP received in Email', and a 'Submit' button. The footer of the page includes the copyright notice '© 2023 Federal Tax Authority. All rights reserved' and links for 'Contact us', 'FAQ', and 'Customer Happiness Charter'.

Note – Once the user has completed the journey of linking with existing TRC email address with the new TRC Portal, user will be able to see all the requests made under the old TRC System and take further actions accordingly.



8 Privileges the TRC Portal

- **All Requests** - To show all the requests made under the account. It includes the submitted and draft applications.
- **Certificate Requests** - Screen to choose the type of Tax Residency Certificates and apply for the Residency Certificate
- **Payment History** - To view all the transactions made on the TRC Portal by the user.
- **User Profile** - To view and manage the applicant's details and address.



9 All Requests Page

This screen allows the user to view all the application requests raised on the portal with their Request status. It allows the user to perform the below actions -

- 1) View the submitted applications.
- 2) Track the status of each application.
- 3) Perform actions like download the soft copy of certificates and cover letter (For treaty if chosen as Original & Special Form & Special Form Certificate (If opted)
- 4) Filter all the applications based on Type, Status, Dates, TRN, and Application Number
- 5) Pay the final Certificate Fees for the Approved Applications (Second Payment Fees)
- 6) To Resubmit the returned application and review the comments provided by FTA officer.
- 7) Continue their last draft Applications to continue and submit.

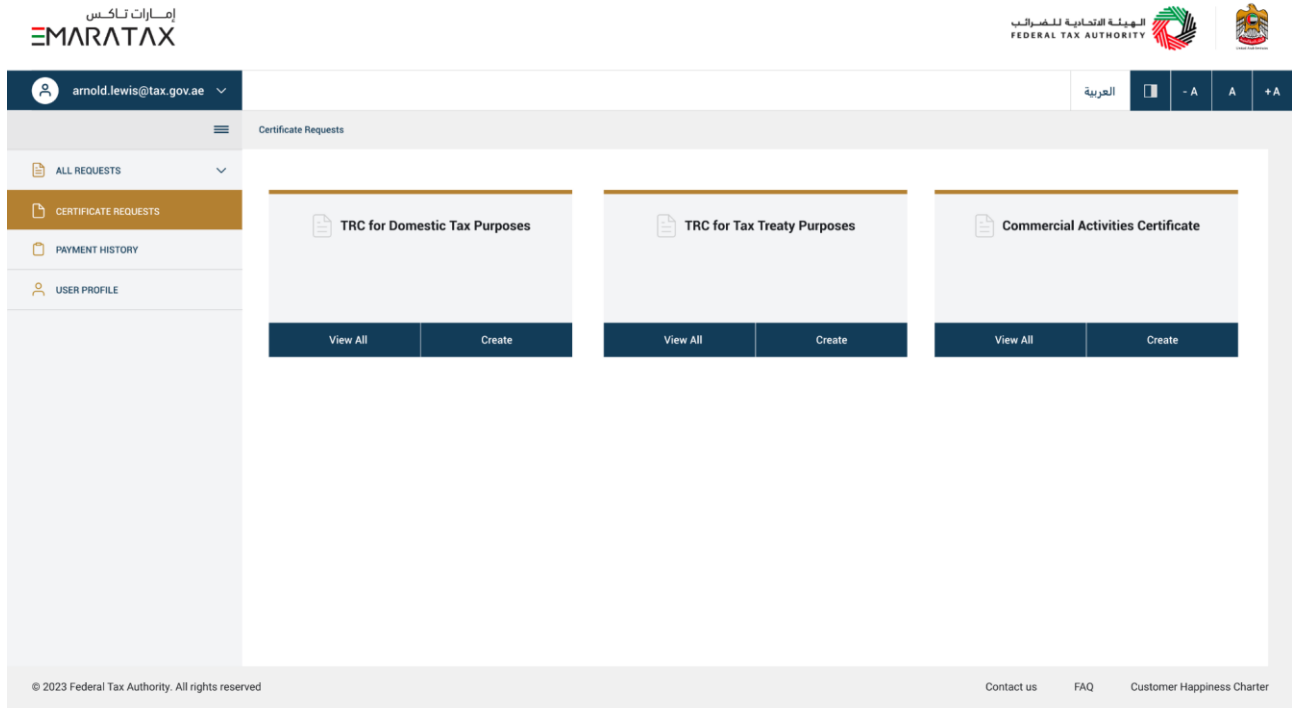
The screenshot displays the 'All Requests' page in the EMARATAX portal. The page includes a navigation menu on the left with options like 'Certificate Requests', 'All Requests', 'Payment History', and 'User Profile'. The main content area features a search and filter section with dropdowns for 'Select Applicant Type', 'Select Certificate Type', and 'Select Status', along with 'From Date' and 'To Date' fields. Below this is a table listing application requests.

#	Application No.	Date	Applicant Type	Certificate Type	Request Status	View	Action
30021	TRC-082-2020	24-11-2020	Tax Treaties Certificate - Legal Person	Tax Treaties Certificate	Completed	👁	Download
30022	TRC-097-2020	24-11-2020	Tax Treaties Certificate - Legal Person	Tax Treaties Certificate	Completed	👁	Download
30023	TRC-186-2020	24-11-2020	Tax Treaties Certificate - Legal Person	Tax Treaties Certificate	Completed	👁	Download
30024	TRC-187-2020	24-11-2020	Tax Treaties Certificate - Legal Person	Tax Treaties Certificate	Completed	👁	Download
30025	TRC-190-2020	24-11-2020	Tax Treaties Certificate - Legal Person	Tax Treaties Certificate	Completed	👁	Download
30026	TRC-241-2020	24-11-2020	Tax Treaties Certificate - Legal Person	Tax Treaties Certificate	Completed	👁	Download
30027	TRC-242-2020	24-11-2020	Tax Treaties Certificate - Natural Person	Tax Treaties Certificate	Awaiting Payment	👁	Pay Now
30028	TRC-304-2020	24-11-2020	Tax Treaties Certificate - Natural Person	Tax Treaties Certificate	Completed	👁	Download
30029	TRC-321-2020	24-11-2020	Tax Treaties Certificate - Legal Person	Tax Treaties Certificate	Rejected	👁	
30030	TRC-322-2020	24-11-2020	Tax Treaties Certificate - Legal Person	Tax Treaties Certificate	Rejected	👁	



10 Certificate Requests

Upon completing the account creation, the user will be taken to a landing page to choose the Tax Residency Certificate type they wish to apply for.



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Certificate Requests

- ALL REQUESTS
- CERTIFICATE REQUESTS**
- PAYMENT HISTORY
- USER PROFILE

Certificate Type	View All	Create
TRC for Domestic Tax Purposes	View All	Create
TRC for Tax Treaty Purposes	View All	Create
Commercial Activities Certificate	View All	Create

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11 Applying for a Tax Residency Certificate

11.1 Domestic Certificates

An informative page will be presented to the user before applying for the TRC for Domestic Certificates which allow the user to understand the requirements and other details before proceeding with the application.

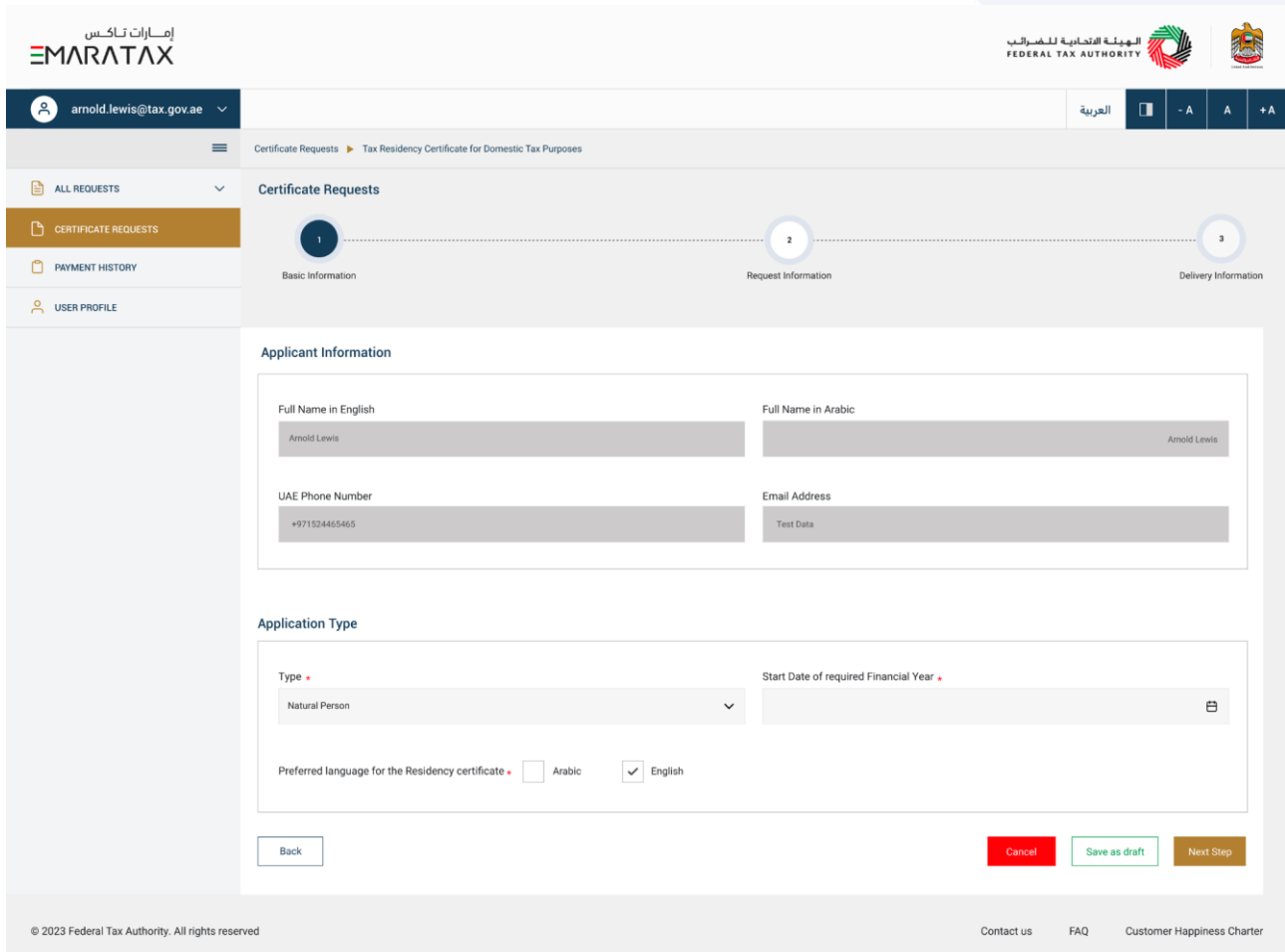
The screenshot displays the MARATAX web application interface. At the top, the header includes the 'إمارات تاكس' (Emirates Tax) logo and the 'الهيئة الاتحادية للضرائب' (Federal Tax Authority) logo. The user is logged in as 'Welcome User'. The main content area is titled 'Tax Residency Certificate request for Domestic purposes'. It features three summary cards: 'No. of form sections' (03 Sections), 'Expected time to complete this application' (45 minutes), and 'Service Category' (From Government to Business, From Government to Government, From Government to People). Below these are sections for 'Tutorial Materials' (including video and manual), 'Required Documents and Forms' (listing requirements for applicants spending more or less than 183 days in the UAE), and 'Service Details' (with expandable sections for description, channels, fees, time, steps, FAQs, and terms). A confirmation checkbox is present, and 'Back' and 'Start' buttons are at the bottom.

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11.1.1 TRC for Domestic Tax Purpose - Natural Person - First Step - Basic Information

The first step involves the user choosing the below -

- Application type (Natural Person, Juridical and Juridical Government) - The user will be navigated to respective application fields based on the selection made.
- Start Date of Required Financial Year - It defines the start date of the certificate and the same will be reflected in the system. Please note that the Start Date of Required Financial Year can't be a future date and user will not be able to choose it from the date picker.
- Preferred language for the Residency Certificate - To choose the preferred language user would like to issue the certificate.



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Certificate Requests Tax Residency Certificate for Domestic Tax Purposes

ALL REQUESTS
CERTIFICATE REQUESTS
PAYMENT HISTORY
USER PROFILE

Certificate Requests

1 Basic Information 2 Request Information 3 Delivery Information

Applicant Information

Full Name in English: Arnold Lewis
Full Name in Arabic: Arnold Lewis
UAE Phone Number: +971524465465
Email Address: Test Data

Application Type

Type: Natural Person
Start Date of required Financial Year: [Date Picker]
Preferred language for the Residency certificate: Arabic English

Back Cancel Save as draft Next Step

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11.1.2 TRC for Domestic Tax Purpose - Natural Person - Second Step - Request Information

Users are required to fill in valid the requested information to proceed with their application which belongs to the beneficiary of the certificate and meet the below criteria –

- Applicant is a natural person spent in the UAE above 183 days:
 - o Passport and Emirates ID/ UAE Visa residence if available.
 - o Entry and exit report from Federal Authority of Identity and Citizenship or a local competent Government entity.
- Applicant is a natural person spent in the UAE less than 183, and equal or more than 90 days:
 - o Passport and Emirates ID/ UAE Visa residence if available.
 - o Entry and exit report from Federal Authority of Identity and Citizenship or a local competent Government entity.
 - o Source of income/salary certificate/ Other proof of carrying on a business in the UAE. Or Proof of permanent place of residence: Title deed, EJARI, Utility Bills or Other long-term Rent Contract.
- Applicant is natural person spent in the UAE less than 90 days or other situations:
 - o Passport / EID
 - o Entry and exit report from Federal Authority of Identity and Citizenship
 - o Proof of Financial and Personal Interests (The place of the natural person's occupation, familial and social relations, cultural or other activities, place of business, place from which the property of the natural person is administered, and any other relevant facts and circumstances should be considered in the determination of whether a natural person's centre of financial and personal interests is in the State).
 - o Proof of permanent place of residence: Title deed, EJARI, Utility Bills or Other long-term Rent Contract.

Please note while providing the Emirates ID details, user need to make sure that the Full Name, Expiry date and EID Number should match exactly like the information on the card.





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Certificate Requests Tax Residency Certificate for Domestic Tax Purposes

ALL REQUESTS

CERTIFICATE REQUESTS

PAYMENT HISTORY

USER PROFILE

1 Basic Information

2 Request Information

3 Delivery Information

Request Information

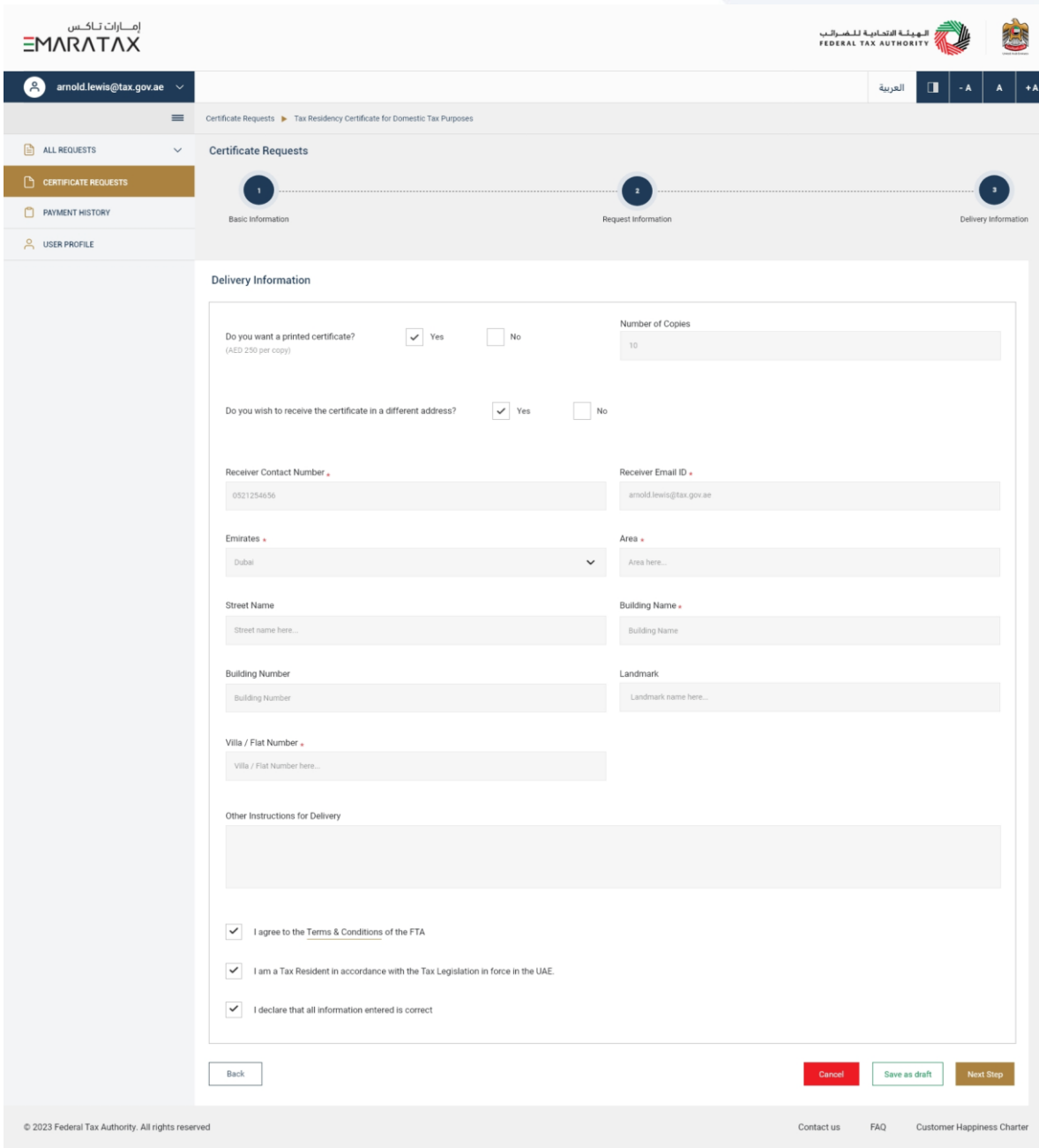
Full Name in English *	Full Name in Arabic *
<input type="text" value="Name here"/>	<input type="text" value="Name here"/>
Emirates ID	Emirates ID Expiry Date
<input type="text" value="784-1987-1554566-5"/>	<input type="text" value=""/>
Passport Number *	Passport Expiry Date *
<input type="text" value=""/>	<input type="text" value=""/>
Passport Attachment *	Nationality *
<input type="text" value=""/>	<input type="text" value=""/>
Residency Number *	
<input type="text" value=""/>	
Number of days spent in the UAE *	Immigration Report of Residency *
<input type="text" value="Less than 183 days and equal or more than 90 days"/>	<input type="text" value="Test Attachment"/>
Source of income *	
<input type="text" value="Self Employed"/>	<input type="text" value="Test Attachment"/>
Proof of Permanent Place of Residence *	
<input type="text" value="Certified Tenancy Contract"/>	<input type="text" value="Test Attachment"/>
VAT TRN *	Corporate TRN
<input type="text" value="100642339600007"/>	<input type="text" value="Test Data"/>
Other Attachments (Attach Proof of Authorization and other Documents)	
<input type="text" value="Test Attachment"/>	

Back

Cancel Save as draft Next Step

TRC for Domestic Tax Purpose - Natural Person - Third Step - Delivery Information

In the third step of the application, it allows the user to confirm if the printed certificate is required or not along with the number of copies for certificate requested for. It also allows the user to choose a different address if the user wants the certificate to be delivered to a different address or a different receiver. If opted as 'NO' default address will be taken as the delivery address added in the User Profile.



The screenshot displays the 'Delivery Information' step of the application process. The user is logged in as 'arnold.lewis@tax.gov.ae'. The page title is 'Certificate Requests > Tax Residency Certificate for Domestic Tax Purposes'. The progress indicator shows three steps: 1. Basic Information, 2. Request Information, and 3. Delivery Information (current step).

The 'Delivery Information' form includes the following fields and options:

- Do you want a printed certificate?** (AED 250 per copy): Yes, No
- Number of Copies:** 10
- Do you wish to receive the certificate in a different address?**: Yes, No
- Receiver Contact Number:** 0521254656
- Receiver Email ID:** arnold.lewis@tax.gov.ae
- Emirates:** Dubai
- Area:** Area here...
- Street Name:** Street name here...
- Building Name:** Building Name
- Building Number:** Building Number
- Landmark:** Landmark name here...
- Villa / Flat Number:** Villa / Flat Number here...
- Other Instructions for Delivery:** (Empty text area)
- I agree to the [Terms & Conditions](#) of the FTA
- I am a Tax Resident in accordance with the Tax Legislation in force in the UAE.
- I declare that all information entered is correct

At the bottom of the form, there are three buttons: 'Back', 'Cancel', and 'Next Step'. The 'Next Step' button is highlighted in orange, indicating it is the primary action.

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Post, completion user will be redirected to a review page to confirm all the entered details before proceeding to pay for the submission fee.



11.1.3 TRC for Domestic Tax Purpose - Juridical - First Step - Basic Information

The first step involves the user choosing the below -

- Application type (Natural Person, Juridical and Juridical Government) - The user will be navigated to respective application fields based on the selection made.
- Start Date of Required Financial Year - It defines the start date of the certificate and the same will be reflected in the system. Please note that the Start Date of Required Financial Year can't be a future date and user will not be able to choose it from the date picker.
- Preferred language for the Residency Certificate - To choose the preferred language user would like to issue the certificate.

The screenshot displays the MARATAX user interface for a 'Tax Residency Certificate for Domestic Tax Purposes'. The user is logged in as 'arnold.lewis@tax.gov.ae'. The interface shows a progress bar with three steps: 1. Basic Information (active), 2. Request Information, and 3. Delivery Information. The 'Applicant Information' section includes fields for 'Full Name in English' (Arnold Lewis), 'Full Name in Arabic' (Arnold Lewis), 'UAE Phone Number' (+971524465465), and 'Email Address' (Test Data). The 'Application Type' section shows 'Type' set to 'Juridical' and 'Start Date of required Financial Year' as a date picker. Below this, the 'Preferred language for the Residency certificate' is set to 'English' (checked) with 'Arabic' as an option. Navigation buttons include 'Back', 'Cancel', 'Save as draft', and 'Next Step'. The footer contains copyright information for 2023 and links for 'Contact us', 'FAQ', and 'Customer Happiness Charter'.



11.2 TRC for Domestic Tax Purpose - Juridical Person -Second Step - Request Information

Users are required to fill in valid the requested information to proceed with their application which belongs to the beneficiary of the certificate and fill in the below details –

- Name of the Entity in English and Arabic
- Trade License Issue Authority
- Trade License Number, Attachment and Expiry Date
- VAT & Excise TRN
- Certified copy of the Memorandum of Association or any other relevant Document.

The screenshot displays the EMARATAX web portal interface. The user is logged in as 'arnold.lewis@tax.gov.ae'. The main navigation menu includes 'ALL REQUESTS', 'CERTIFICATE REQUESTS', 'PAYMENT HISTORY', and 'USER PROFILE'. The current page is titled 'Certificate Requests' and shows a progress bar with three steps: 'Basic Information', 'Request Information', and 'Delivery Information'. The 'Request Information' step is active, showing a form with the following fields:

Name of Entity in English	Name of Entity in Arabic
Trade License Issue Authority	Trade License Number
Trade License Expiry Date	Trade License Attachment
VAT TRN	Corporate TRN
Memorandum of Association or any relevant document	Other Attachments (Attach Proof of Authorization and other Documents)

At the bottom of the form, there are buttons for 'Back', 'Cancel', 'Save as draft', and 'Next Step'. The footer contains the text '© 2023 Federal Tax Authority. All rights reserved.' and links for 'Contact us', 'FAQ', and 'Customer Happiness Charter'.



11.2.1 TRC for Domestic Tax Purpose - Juridical Person -Third Step - Delivery Information

In the third step of the application, it allows the user to confirm if the printed certificate is required or not along with the number of copies for certificate requested for. It also allows the user to choose a different address if the user wants the certificate to be delivered to a different address or a different receiver. If opted as 'NO' default address will be taken as the delivery address added in the User Profile.

The screenshot displays the 'Delivery Information' step in the MARATAX application. The user is logged in as 'arnold.lewis@tax.gov.ae'. The breadcrumb trail shows 'Certificate Requests > Tax Residency Certificate for Domestic Tax Purposes'. A progress indicator shows three steps: 1. Basic Information, 2. Request Information, and 3. Delivery Information (current step). The form contains the following fields and options:

- Do you want a printed certificate?** (AED 250 per copy): Yes, No
- Number of Copies**: 10
- Do you wish to receive the certificate in a different address?**: Yes, No
- Receiver Contact Number**: 0521254656
- Receiver Email ID**: arnold.lewis@tax.gov.ae
- Emirates**: Dubai
- Area**: Area here...
- Street Name**: Street name here...
- Building Name**: Building Name
- Building Number**: Building Number
- Landmark**: Landmark name here...
- Villa / Flat Number**: Villa / Flat Number here...
- Other Instructions for Delivery**: (Empty text area)

At the bottom of the form, there are three checked checkboxes:

- I agree to the Terms & Conditions of the FTA
- I am a Tax Resident in accordance with the Tax Legislation in force in the UAE.
- I declare that all information entered is correct

Navigation buttons at the bottom: Back, Cancel, Save as draft, Next Step.

Post, completion user will be redirected to a review page to confirm all the entered details before proceeding to pay for the submission fee.



11.3 TRC for Domestic Tax Purpose - Juridical Government - First Step - Basic Information

The first step involves the user choosing the below -

- Application type (Natural Person, Juridical and Juridical Government) - The user will be navigated to respective application fields based on the selection made.
- Start Date of Required Financial Year - It defines the start date of the certificate and the same will be reflected in the system. Please note that the Start Date of Required Financial Year can't be a future date and user will not be able to choose it from the date picker.
- Preferred language for the Residency Certificate - To choose the preferred language user would like to issue the certificate.

The screenshot displays the MARATAX web application interface. At the top, the user is logged in as 'arnold.lewis@tax.gov.ae'. The navigation menu on the left includes 'ALL REQUESTS', 'CERTIFICATE REQUESTS', 'PAYMENT HISTORY', and 'USER PROFILE'. The main content area shows a progress indicator with three steps: '1 Basic Information', '2 Request Information', and '3 Delivery Information'. The 'Basic Information' step is active, showing the following form fields:

- Applicant Information:**
 - Full Name in English: Arnold Lewis
 - Full Name in Arabic: Arnold Lewis
 - UAE Phone Number: +971524465465
 - Email Address: Test Data
- Application Type:**
 - Type: Juridical Government
 - Start Date of required Financial Year: [Date Picker]
 - Preferred language for the Residency certificate: Arabic, English

At the bottom of the form, there are three buttons: 'Back', 'Cancel', and 'Save as draft', and a 'Next Step' button.

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11.3.1 TRC for Domestic Tax Purpose - Juridical Government - Second Step - Request Information

Users are required to fill in valid the requested information to proceed with their application which belongs to the beneficiary of the certificate and upload the below information –

- Name of the Entity in English and Arabic
- Decree or Act of Incorporation Attachment
- Owned by which Emirate.
- VAT & Excise TRN
- Certified copy of the Memorandum of
- Any other relevant Document.

The screenshot displays the MARATAX web portal interface. The user is logged in as 'arnold.lewis@tax.gov.ae'. The page title is 'Certificate Requests > Tax Residency Certificate for Domestic Tax Purposes'. The navigation menu includes 'ALL REQUESTS', 'CERTIFICATE REQUESTS', 'PAYMENT HISTORY', and 'USER PROFILE'. The main content area shows a progress bar with three steps: '1 Basic Information', '2 Request Information', and '3 Delivery Information'. The 'Request Information' step is active, showing a form with the following fields:

- Name of Entity in English (Text Data)
- Name of Entity in Arabic (Text Data)
- Decree of Incorporation Title (Text Data)
- Decree of Incorporation Attachment (Text Attachment)
- Owned by which Emirate (Dropdown menu)
- VAT TRN (Text Data)
- Corporate TRN (Text Data)
- Memorandum of Association (Text Attachment)
- Other Attachments (Text Attachment, with a note: Attachment should be in pdf or jpeg or png format and size less than 3 MB)

At the bottom of the form, there are buttons for 'Back', 'Cancel', 'Save as draft', and 'Next Step'. The footer contains the copyright notice '© 2023 Federal Tax Authority. All rights reserved.' and links for 'Contact us', 'FAQ', and 'Customer Happiness Charter'.



11.3.2 TRC for Domestic Tax Purpose - Juridical Government - Third Step - Delivery Information

In the third step of the application, it allows the user to confirm if the printed certificate is required or not along with the number of copies for certificate requested for. It also allows the user to choose a different address if the user wants the certificate to be delivered to a different address or a different receiver. If opted as 'NO' default address will be taken as the delivery address added in the User Profile.

The screenshot displays the 'Delivery Information' step of the application process. The user is logged in as 'arnold.lewis@tax.gov.ae'. The breadcrumb trail shows 'Certificate Requests' > 'Tax Residency Certificate for Domestic Tax Purposes'. The progress indicator shows three steps: 1. Basic Information, 2. Request Information, and 3. Delivery Information (current step).

Delivery Information

Do you want a printed certificate? Yes No
(AED 250 per copy)

Number of Copies

Do you wish to receive the certificate in a different address? Yes No

Receiver Contact Number Receiver Email ID

Emirates Area

Street Name Building Name

Building Number Landmark

Villa / Flat Number

Other Instructions for Delivery

I agree to the [Terms & Conditions of the FTA](#)

I am a Tax Resident in accordance with the Tax Legislation in force in the UAE.

I declare that all information entered is correct

Buttons: Back, Cancel, Save as draft, Next Step

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Post, completion user will be redirected to a review page to confirm all the entered details before proceeding to pay for the submission fee.

11.4 Treaty Certificates

11.4.1 TRC for Treaty Purpose - Natural Person - First Step - Basic Information

The first step involves the user choosing the below -

- Application type (Natural Person, Juridical and Juridical Government) - The user will be navigated to respective application fields based on the selection made.
- Start Date of Required Financial Year - It defines the start date of the certificate and the same will be reflected in the system. Please note that the Start Date of Required Financial Year can't be a future date and user will not be able to choose it from the date picker.
- Preferred language for the Residency Certificate - To choose the preferred language user would like to issue the certificate.

The screenshot displays the EMARATAX portal interface for a user named Arnold Lewis. The page title is 'Certificate Requests' and the breadcrumb trail is 'Certificate Requests > TRC for Tax Treaty Purposes'. The user is logged in as 'arnold.lewis@tax.gov.ae'. The page is in Arabic, as indicated by the 'العربية' language selector. The form is titled 'Certificate Requests' and is divided into three steps: 1. Basic Information, 2. Request Information, and 3. Delivery Information. The current step is 'Basic Information', which includes the following sections:

- Applicant information:** Full Name in English (Arnold Lewis), Full Name in Arabic (Arnold Lewis), UAE Phone Number (+971524463365), and Email Address (Text Data).
- Application Type:** Type (Natural Person), Start Date of required Financial Year (Text Data), and Preferred language for the Residency certificate (Arabic, English).
- Beneficiary Details:** VAT TRN (Text Data), Nationality (Dropdown), Full name in English (Text Data), Full name in Arabic (Text Data), UAE Mobile Number (Text Data), Emirates ID (Text Data), Emirates ID Expiry Date (Text Data), Passport Number (Text Data), Passport Expiry Date (Text Data), Passport Attachment (Text Data), Residency Number (Text Data), and Residency Visa (Text Data).

At the bottom of the form, there are buttons for 'Back', 'Cancel', 'Save as draft', and 'Next Step'. The footer of the page includes the copyright notice '© 2023 Federal Tax Authority. All rights reserved.' and links for 'Contact us', 'FAQ', and 'Customer Happiness Charter'.



11.4.2 TRC for Treaty Purpose - Natural Person - Second Step - Request Information

Users are required to fill in valid the requested information to proceed with their application which belongs to the beneficiary of the certificate and need to require the below documents -

- Passport
- Valid Residence Permit
- Emirates ID
- A bank statement issued by a local bank covering 6 months within the financial year related to the request.
- Source of Income/Salary Certificate:
 - o For self-employed individuals, provide a trade license and share certificate.
 - o If the applicant owns a property and uses the earnings as a source of income, provide a lease agreement if the property is leased.
 - o If the applicant is retired, provide a letter addressed to the FTA stating that they are using their own savings, bonds, or investments. Additionally, provide an official supporting document.
 - o If the applicant is sponsored by their husband or wife, provide a salary certificate or proof of income.
 - o Marriage certificate.
- Immigration Report - Entry and exit report from Federal Authority of Identity and Citizenship or a local competent Government entity.
- Proof of Permanent place of Residence:
 - o Certified lease agreement under the name of the applicant.
 - o Title deed in case of private property.
 - o Utility Bills Covering the Requested Period
- If a Special Form is required, the applicant can either upload a scanned copy or provide the original document for signing.

Please note while providing the Emirates ID details, user need to make sure that the Full Name, Expiry date and EID Number should match exactly like the information on the card.





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العربية
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⌵

ALL REQUESTS

CERTIFICATE REQUESTS

REQUEST HISTORY

USER PROFILE

Certificate Requests

1

Request Information

2

Request Information

3

Request Information

Request Information

Name of Entity in English *	Name of Entity in Arabic *
Degree of Incorporation/Attachment *	Entity Deemed by *
VAT TIN *	Corporate TIN *
Requesting Letter Issued by the Company (Signed and Stamped by the Authorized Signatory) *	
Does the country you are applying for require special form to be signed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Does the certificate require special wording? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
How would you like the signed special form to be returned to you? <input checked="" type="checkbox"/> Self-Pickup <input type="checkbox"/> Courier Delivery	

Please specify whether a scanned copy is acceptable or if it must be submitted in its original format *

*Submitting all your requests from online with this option, means that you are unable to download or print the requested form and payment is added.

Add Special Wording *

(Maximum 250 Character Limit)

Back
Cancel
Save as Draft
Next Step

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[Contact us](#)
[FAQ](#)
[Customer Happiness Checker](#)



11.4.3 TRC for Treaty Purpose - Natural Person -Third Step - Delivery Information

In the third step of the application, it allows the user to confirm if the printed certificate is required or not along with the number of copies for certificate requested for. It also allows the user to choose a different address if the user wants the certificate to be delivered to a different address or a different receiver. If opted as 'NO' default address will be taken as the delivery address added in the User Profile.

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Certificate Requests > TRC for Tax Treaty Purposes

ALL REQUESTS

CERTIFICATE REQUESTS

PAYMENT HISTORY

USER PROFILE

Certificate Requests

1
Basic Information

2
Request Information

3
Delivery Information

Delivery Information

Do you want a printed certificate? * Yes No
(AED 250 per copy)

Number of Copies *

Do you wish to receive the certificate in a different address? * Yes No

Receiver Contact Number *

Receiver Email ID *

Emirates *

Area *

Street Name *

Building Name *

Building Number *

Landmark

Villa / Flat Number *

Other Instructions for Delivery *

I agree to the Terms & Conditions of the FTA

I am a Tax Resident in accordance with the Tax Legislation in force in the UAE.

I declare that all information entered is correct

Back
Cancel
Save as draft
Next Step

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Post, completion user will be redirected to a review page to confirm all the entered details before proceeding to pay for the submission fee.

11.4.4 TRC for Treaty Purpose - Legal Person - First Step - Basic Information

The first step involves the user to choose the Application type (Natural Person, Juridical and Juridical Government), Start Date of Required of Financial Year and Preferred language for the Residency Certificate

The screenshot displays the EMARATAX web application interface. At the top, the user is logged in as 'arnold.lewis@tax.gov.ae'. The navigation menu on the left includes 'ALL REQUESTS', 'CERTIFICATE REQUESTS', 'PAYMENT HISTORY', and 'USER PROFILE'. The main content area shows the 'Certificate Requests' section for 'TRC for Tax Treaty Purposes'. A progress indicator shows three steps: '1 Basic Information', '2 Request Information', and '3 Delivery Information'. The 'Basic Information' step is active, showing the following form fields:

- Applicant Information:**
 - Full Name in English: Arnold Lewis
 - Full Name in Arabic: Arnold Lewis
 - UAE Phone Number: +971524465465
 - Email Address: Test Data
- Application Type:**
 - Type: Legal Person
 - Start Date of required Financial Year: [Calendar icon]
 - Preferred language for the Residency certificate: Arabic, English

At the bottom of the form, there are three buttons: 'Back', 'Cancel', and 'Next Step'. The footer contains the copyright notice '© 2023 Federal Tax Authority. All rights reserved.' and links for 'Contact us', 'FAQ', and 'Customer Happiness Charter'.



11.4.5 TRC for Treaty Purpose - Legal Person -Second Step - Request Information

Users are required to fill in valid the requested information to proceed with their application which belongs to the beneficiary of the certificate and require documents like –

- Trade License
- Proof of Authorization (Establishment Contract or the Power of Attorney)
- Copy of the audited financial report certified by an independent auditor, stamped and signed by the auditing company (The financial audit report must cover the same requested start date of the financial year in the application or the year before).
- Office Lease agreement / tenancy contract.
- A bank statement issued by a local bank covering 6 months within the financial year related to the request.
- Certified copy of the Memorandum of Association (if applicable)
- If a Special Form is required, the applicant can either upload a scanned copy or provide the original document for signing.



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اللغة

Certificate Requests

Request Information

Request Information

Name of Entry in English -
Text box

Name of Entry in Arabic -
Text box

Trade License Issue Authority -
Text box

Trade License Number -
Text box

Trade License Attachment -
Attachment should be in pdf or jpeg format and maximum size 1 MB

Trade License Expiry Date -
Text box

VAT TRN -
Text box

Corporate TRN -
Text box

Audited Financial Statements -
Attachment should be in pdf or jpeg format and maximum size 1 MB

Official Bank Statement -
Attachment should be in pdf or jpeg or png format and max size 1 MB

License Agreement for DTDs -
Attachment should be in pdf or jpeg format and maximum size 1 MB

Where within of EAU/DGAD or any relevant document -
Attachment should be in pdf or jpeg or png format and max size 1 MB

Does the country you are applying for require special forms to be signed? -
Yes No

Please specify whether a scanned copy is acceptable or if it must be submitted in its original format -
Scanned Original

How would you like the signed special forms to be submitted to you? -
Self Pickup Courier

Country which the Certificate is applied for -
Select option

Save

Cancel Save as draft Next Step

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11.4.6 TRC for Treaty Purpose - Legal Person - Third Step - Delivery Information

In the third step of the application, it allows the user to confirm if the printed certificate is required or not along with the number of copies for certificate requested for. It also allows the user to choose a different address if the user wants the certificate to be delivered to a different address or a different receiver. If opted as 'NO' default address will be taken as the delivery address added in the User Profile.



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Certificate Requests TRC for Tax Treaty Purposes

ALL REQUESTS

CERTIFICATE REQUESTS

PAYMENT HISTORY

USER PROFILE

1 Basic Information

2 Request Information

3 Delivery Information

Delivery Information

Do you want a printed certificate? * Yes No (AED 250 per copy) Number of Copies * 10

Do you wish to receive the certificate in a different address? * Yes No

Receiver Contact Number * 0521254656 Receiver Email ID * arnold.lewis@tax.gov.ae

Emirates * Dubai Area * Area here...

Street Name * Street name here... Building Name * Building Name

Building Number * Building Number Landmark * Landmark name here...

Villa / Flat Number * Villa / Flat Number here...

Other Instructions for Delivery *

I agree to the [Terms & Conditions](#) of the FTA

I am a Tax Resident in accordance with the Tax Legislation in force in the UAE.

I declare that all information entered is correct

Back Cancel Save as draft Next Step

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Post, completion user will be redirected to a review page to confirm all the entered details before proceeding to pay for the submission fee.

11.4.7 TRC for Treaty Purpose - Legal Government -First Step - Basic Information

The first step involves the user to choose the Application type (Natural Person, Juridical and Juridical Government), Start Date of Required of Financial Year and Preferred language for the Residency Certificate



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Certificate Requests ▶ TRC for Tax Treaty Purposes

ALL REQUESTS
CERTIFICATE REQUESTS
PAYMENT HISTORY
USER PROFILE

Certificate Requests

1 Basic Information 2 Request Information 3 Delivery Information

Applicant Information

Full Name in English: Arnold Lewis
Full Name in Arabic: Arnold Lewis
UAE Phone Number: +971524465465
Email Address: Text Data

Application Type

Type: Legal Government
Start Date of required Financial Year: [Calendar icon]
Preferred language for the Residency certificate: Arabic English

Back Cancel Save as draft Next Step

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11.4.8 TRC for Treaty Purpose - Legal Government - Second Step - Request Information

Users are required to fill in valid the requested information to proceed with their application which belongs to the beneficiary of the certificate & as below -

- A copy of the Decree of Incorporation Certificate
- Passport
- Requesting letter issued by the entity (signed by authorized signatory)
- If a Special Form is required, the applicant can either upload a scanned copy or provide the original document for signing.

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الرجوع

Certificate Requests

1 Step Information

2 Request Information

3 Delivery Information

Request Information

Corporate TIRN
Text Area

Country which the Certificate is applied for
Select Country

Source of Income ⓘ
Attachment should be in pdf or jpeg or any format and within 5MB
Self Employee

Place of Permanent Place of Residence ⓘ
Attachment should be in pdf or jpeg or any format and within 5MB
Country/Residence Number

Immigration Report of Residency ⓘ
Text Attachment

Bank Statement of a liability ⓘ
Attachment should be in pdf or jpeg or any format and within 5MB
Text Attachment

Have the country you are applying for require special form to be approved? Yes No

Please specify whether a scanned copy is acceptable (if it must be submitted in its original format) Scanned Original

Special form attachments
Attachment should be in pdf or jpeg or any format and within 5MB

Additional Documents

Additional Attachment 01
Attachment should be in pdf or jpeg or any format and within 5MB

Back Cancel Save as draft Next Step

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Note:

The legal person must have been established for a period of at least one year



11.4.9 TRC for Treaty Purpose - Legal Government - Third Step - Delivery Information

In the third step of the application, it allows the user to confirm if the printed certificate is required or not along with the number of copies for certificate requested for. It also allows the user to choose a different address if the user wants the certificate to be delivered to a different address or a different receiver. If opted as 'NO' default address will be taken as the delivery address added in the User Profile.

The screenshot displays the 'Delivery Information' step in the EMARATAX system. The user is logged in as 'arnold.lewis@tax.gov.ae'. The breadcrumb trail shows 'Certificate Requests' > 'TRC for Tax Treaty Purposes'. The progress indicator shows three steps: 1. Basic Information, 2. Request Information, and 3. Delivery Information (current step).

Delivery Information Form:

- Do you want a printed certificate? *** (AED 250 per copy): Yes No
- Number of Copies ***: 10
- Do you wish to receive the certificate in a different address? ***: Yes No
- Receiver Contact Number ***: 0521254656
- Receiver Email ID ***: arnold.lewis@tax.gov.ae
- Emirates ***: Dubai
- Area ***: Area here...
- Street Name ***: Street name here...
- Building Name ***: Building Name
- Building Number ***: Building Number
- Landmark ***: Landmark name here...
- Villa / Flat Number ***: Villa / Flat Number here...
- Other Instructions for Delivery ***: (Empty text area)

Agreements and Declarations:

- I agree to the [Terms & Conditions of the FTA](#)
- I am a Tax Resident in accordance with the Tax Legislation in force in the UAE.
- I declare that all information entered is correct

Navigation: Back, Cancel, Save as draft, Next Step

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Post, completion user will be redirected to a review page to confirm all the entered details before proceeding to pay for the submission fee.



11.5 Commercial Activities Certificates

User will be eligible to apply for commercial activities certificate holding a valid VAT TRN. User can proceed with the application by following two ways.

- By selecting the TRN from EMARATAX during logging into the TRC portal (TRN details will be auto filled)
- By entering the valid TRN and email address linked with the respective TRN, upon validation user will be redirected to be proceed with CAC application.

The screenshot displays the EMARATAX portal interface. At the top left, the logo for 'إمارات تاكس EMARATAX' is visible. The user's email address 'arnold.lewis@tax.gov.ae' is shown in the top navigation bar. The main content area is titled 'Commercial Activities Certificate' and contains two input fields: 'VAT TRN' and 'Email Address'. A 'Back' button is located at the bottom left of the form area. At the bottom right, there are three buttons: 'Cancel' (red), 'Save as draft' (green), and 'Next Step' (orange). The footer includes the copyright notice '© 2023 Federal Tax Authority. All rights reserved' and links for 'Contact us', 'FAQ', and 'Customer Happiness Charter'.



11.5.1 Commercial Activities Certificates – Legal Person First step – Request Information

The first step involves the user choosing the below -

- VAT TRN will be auto filled based on the selection made at the first step
- CT TRN
- Type will be always set as Legal Person as default.
- Start Date of Required Financial Year - It defines the start date of the certificate and the same will be reflected in the system. Please note that the Start Date of Required Financial Year can't be a future date and user will not be able to choose it from the date picker.
- Country for which with the certificate is applied for
- Preferred language for the Residency Certificate - To choose the preferred language user would like to issue the certificate.

The screenshot displays the MARATAX web portal interface for a Commercial Activities Certificate request. The user is logged in as arnold.lewis@tax.gov.ae. The page shows a progress indicator with three steps: 1. Request Information (active), 2. Beneficiary Information, and 3. Delivery Information. The main form is divided into two sections:

Applicant Information

- Full Name in English: Arnold Lewis
- Full Name in Arabic: Arnold Lewis
- UAE Phone Number: +971524465465
- Email Address: Test Data

Request Information

- VAT TRN: 140655645454
- Corporate TRN: (empty field)
- Type: Legal Person (dropdown menu)
- Start Date of required Financial Year: (calendar icon)
- Country which the Certificate is applied for: (dropdown menu)
- Preferred language for the Residency certificate: English

At the bottom of the form, there are three buttons: "Back", "Cancel", "Save as draft", and "Next Step".

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11.5.2 Commercial Activities Certificates – Legal Person - Second step – Request information

Users are required to fill in valid the requested information to proceed with their application which belongs to the beneficiary of the certificate and need to upload:

- Requesting letter issued by the applicant for Commercial Activities Certificates
- Trade license

The screenshot displays the MARATAX web portal interface for a Commercial Activities Certificate application. The user is logged in as arnold.lewis@tax.gov.ae. The page shows a progress bar with three steps: 1. Request Information, 2. Request Information, and 3. Delivery Information. The current step is 'Request Information', which contains the following fields and options:

- Name of Entity in English (Text field)
- Name of Entity in Arabic (Text field)
- Trade License Issue Authority (Dropdown menu)
- Trade License Number (Text field)
- Trade License Attachment (Attachment field)
- Date of Establishment (Text field)
- Nature of Business (Text field)
- Requesting Letter Issued by the Company (Attachment field, note: Attachment should be in pdf or jpeg or png format and size less than 3 MB)
- Other Attachments (Attachment field, note: Attachment should be in pdf or jpeg or png format and size less than 3 MB)
- Reason for requesting Commercial Activities Certificate (Text field, note: Input should not exceed 15 words)
- Address as will be shown on the Certificate (Text field, note: Address on certificate must be 150 characters or fewer)

At the bottom of the form, there are three buttons: 'Back', 'Cancel', and 'Save as draft', and a 'Next Step' button.

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11.5.3 Commercial Activities Certificates – Legal Person - Third step – Delivery information

In the third step of the application, it allows the user to confirm if the printed certificate is required or not along with the number of copies for certificate requested for. It also allows the user to choose a different address if the user wants the certificate to be delivered to a different address or a different receiver. If opted as 'NO' default address will be taken as the delivery address added in the User Profile.

The screenshot displays the 'Delivery Information' step of the application process. The user is logged in as 'arnold.lewis@tax.gov.ae'. The interface shows a progress bar with three steps: 1. Request Information, 2. Request Information, and 3. Delivery Information. The 'Delivery Information' form includes the following fields and options:

- Do you want a printed certificate?** (AED 250 per copy): Yes, No
- Number of Copies**: 10
- Do you wish to receive the certificate in a different address?**: Yes, No
- Receiver Contact Number**: 0521254656
- Receiver Email ID**: arnold.lewis@tax.gov.ae
- Emirates**: Dubai
- Area**: Area here...
- Street Name**: Street name here...
- Building Name**: Building Name
- Building Number**: Building Number
- Landmark**: Landmark name here...
- Villa / Flat Number**: Villa / Flat Number here...
- Other Instructions for Delivery**: (Empty text area)
- Agreements**:
 - I agree to the [Terms & Conditions of the FTA](#)
 - I am a Tax Resident in accordance with the Tax Legislation in force in the UAE.
 - I declare that all information entered is correct

Navigation buttons at the bottom: Back, Cancel, Save as draft, Next Step.

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Post, completion user will be redirected to a review page to confirm all the entered details before proceeding to pay for the submission fee.



12 Submission Fee Payment

Once the user proceeds to next step post review, the system will redirect the user to pay the initial submission amount. Once the payment is successful, a request will be registered in the TRC portal and assigned to an FTA Tax Officer.

13 Application Submission & Review

Once the user submits the application post the submission fee, it will be assigned to FTA officer to review and take the necessary actions for the certificate request and user will be able to get real time updates via emails and can track it from All Requests Screen. Each status represents -

#	Status – En	Status - Ar	Description
1	In Review	قيد الدراسة	When the application is assigned to the FTA Officer Level 1 for review
2	Returned	تم إعادة الطلب	When FTA Officer Level 1 requests for any additional information from the Applicant.
3	Rejected	تم رفض الطلب	When FTA Level 2 rejects the application
4	Resubmitted	إعادة تقديم الطلب	When the applicant resubmits the application
5	Recommended for Approval	توصية بالموافقة	When FTA Supervisor reviews the request after FTA Officer Level 1 recommends to approve the application.
6	Recommended for Rejection	توصية بالرفض	When FTA Supervisor reviews the request after FTA Officer Level 1 recommends to reject the application.
7	Awaiting Payment	إعادة الطلب – إجراء الدفع	After approval from L2, the request is sent back to the applicant for payment
8	Printed	تم الطباعة	When the final certificate is printed. System to flag to the Analyst that the printing is successful.
9	Closed	إغلاق الطلب	If applicant selected Soft Copy
10	Awaiting Printing	للطباعة	If applicant selected hard copy
11	Certificate on Route to Location	الشهادة على الطريق إلى الموقع	When the certificate is on route to the applicant
12	Certificate Received	استلام الشهادة	When the certificate is received by the applicant
13	Certificate Returned	ارجاع الشهادة	When the certificate is returned due to absence of applicant

14 Payment History

The user can view all the payment transactions made from their account linked with the application number and reference number.



arnold.lewis@tax.gov.ae

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Payment History

- ALL REQUESTS
- CERTIFICATE REQUESTS
- PAYMENT HISTORY**
- USER PROFILE

No.	Application No	Payment Ref. No.	Fee Type	Amount Paid	Status	Date
01	TRCD-28477-2023	325739334791	Submission Fee	AED 50.00	Captured	Thursday, 14 September 2023
02	TRCD-28463-2023	325739334791	Certificate Fee	AED 50.00	Captured	Thursday, 22 July 2023
03	TRCD-28545-2022	325739334791	Submission Fee	AED 50.00	Captured	Thursday, 12 December 2022
04	TRCD-28499-2022	325739334791	Certificate Fee	AED 50.00	Captured	Thursday, 14 October 2022
05	TRCD-28888-2022	325739334791	Submission Fee	AED 50.00	Captured	Thursday, 14 September 2023
06	TRCD-28496-2022	325739334791	Certificate Fee	AED 50.00	Captured	Thursday, 14 September 2023

< 01 02 03 04 ... 50 >



15 Verification of the Issued Tax Residence Certificate

The issued certificate can be validated by scanning the QR code present at the bottom of the certificate. Upon scanning the QR code, user will be redirected to the landing page to enter the Application Reference Number and Start Date of Financial Year to check the authenticity of the certificate.

15.1.1 Step 1 – Scanning the QR Code

Please verify the certificate using the QR Code:

Tampering with or falsifying this certificate will result in legal action and penalties in accordance with the laws of the United Arab Emirates



2023.10.27 08:58:37 +04'00'



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15.1.2 Step 2 – Entering the Required Information to proceed with the Verification Process

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Verify Your Certificate

Your Reference Number *

Start Date of your Financial Year *

Verify

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15.1.3 Step 3 – Verification Confirmation Page



Domestic Certificate - Natural Person

This certificate is certified from Federal Tax Authority in United Arab Emirates

Type of Certificate :


Application Number

Full Name

Nationality

Passport Number

Financial Year



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